

**From:** Cris Naugle  
**To:** Microsoft ATR  
**Date:** 1/27/02 2:48pm  
**Subject:** don't drop the ball!

I spend ten hours a day working on computers and have done so for at least 15 years. I started working as a researcher in biotech and for the last 6 years I have been running a graphic design company and now we mainly design web sites.

I can honestly say the biggest disasters I have encountered resulted from a MicroSoft product. They release software with major problems, their applications leave gaps in security that have cost corporations billions, and they have done some very sneaky thing to discredit or sabotage another company's product:

1. When I was running an Animal Care and Use Committee at a Boston Cancer Institute, I was streamlining document handling. I used a document template included on Word for Windows. The document wouldn't print out correctly, I was almost fired because we almost missed our federal regulatory deadline -we had to call in outside contractors and consultants -the cause? MicroSoft Word required the use of a Mac font in their template... we used PC's and postscript printers, the Mac font caused a system crash. The fact they were using a Mac font in one of their templates may cause one to wonder where and how they got the template?
2. It was always a joke that there was a flight simulator inside MS Excel, rumor was that the MS programmers placed it there as a joke. But those of use using the software were seriously effected in those days of low RAM, committed by force to not use any other software if using Excel.
3. When the internet was young, it was a given that designers and programmers would create website that were cross-platform and cross-browser compatible -it was our lively-hod that our client's web sites could be viewed by everyone -then MS stepped in and tried to rewrite javascript if you opened a page in Explorer that contained this scripting -you crashed.
4. I was consulting at a dot com when the I LOVE YOU virus hit, we were designing a web site for NYU and running close to being over deadline. Then one morning every image file on every computer was erased. This cost the company millions of dollars and all the consultants were let go. This hurt real people and I can only extrapolate this over all the companies hit.
5. And what about the fund B Gates set up to provide scholarships for minorities and then said he couldn't find any who qualified!

I could go on for days here but seriously, a lot of good companies, Apple, Sun, IBM etc have been seriously hurt -good software destroyed and good companies gone only because an megomaniac wants to be the biggest not the best just the biggest. This is not the American Way.

Don't drop the ball here

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